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ABSTRACT

This book is addressed to educators and work-place trainers interested in applying the Malcolm Baldrige award criteria and/or the International Organization for Standardization (ISO) 9000 training guidelines for program improvement. An initial section compares and contrasts the ISO standards and the Malcolm Baldrige National Quality Award criteria, and explains how to conduct quality projects in training departments or educational organizations such as colleges and universities. Then, chapters in Part 1 describe the philosophy behind both systems, define terms and concepts, and explain how to organize training quality projects and how to prepare for audits and award visits. Part 2 addresses each of the ISO 9000 elements--which range from management responsibility; to design, document, and data control; to inspection and testing; to corrective and preventive actions; to audits, training, servicing, and to statistical techniques. The chapters in Part 3 describe the Malcolm Baldrige National Quality Award criteria for leadership, information and analysis, strategic planning, human resource development, process management, business results, and customer focus, explain how they are organized, and what an examiner might look for; and Part 4 provides information on other ISO programs intended to help trainers and educators maintain interest in quality programs. Four tables in the book's foreword help the reader select topics of particular interest. (CH)

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